NETWORK MANAGER REPORT

FEBRUARY 2011

SUBMITTED BY Barrett Gilbreath, General Manager

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OVERVIEW

Operations

February was productive with the continued increase in several application adoption rates. AI completed change management updates for thirty-six additional applications. With the continued support in the digital government initiative, we are focused on making 2011 an excellent year for Alabama e-Government.

Highlights for the month include:

- The Alabama Secretary of State on-line Uniform Commercial Code filing has increased 7% since February 2010. This service benefits lenders or businesses that frequently submit or search UCC filings with the Alabama Secretary of State.

- The Alabama Department of Revenue Trip and Fuel application had a 20% increase in transactions when compared to February 2010 processing over $11,500. This application allows users to purchase Trip and Fuel permits on-line.

- The Department of Finance Vendor Registration application has now been live for six months. AI has processed over 1,400 transactions and collected over $210,000 for the agency thus far. This application allows potential vendors to become registered with the state of Alabama's Purchasing Department on-line.

- During the month of February the Alabama Department of Corrections Inmate Canteen Service application processed nearly $240,000 in transactions, which is a 77% increase from 2010. This service allows the public to deposit money to an inmate via an on-line application.

- Alabama Interactive completed an update for the Alabama Secretary of State Certificate of Existence application in February. Each Certificate of Existence now has a confirmation number on the document to ensure its authenticity even when the document is printed in black and white.

- In February, the Alabama state portal website Alabama.gov received praise for its functionality and design by being named as one of the "12 Best Government Websites" by InformationWeek.com. The company InformationWeek has a portfolio of services which provides useful, current information to business technology executives through multiple venues.

- The Alabama Department of Public Safety Crash Reports application experienced over an 80% increase in transactions from February 2010, processing over $24,000 in February 2011. This application allows users to purchase accident reports that were issued by the Department of Public Safety.

- The Alabama Department of Agriculture and Industries will launch its first online application, the Commercial Applicator's Permit Renewal, with AI in March. This application will allow commercial applicators to renew their permits on-line.

Marketing

The Marketing team took advantage of some unique public relations opportunities this month. Senior Project Manager Jonathan Kimbrough attended a national conference in San Antonio, Texas which focused on Departments of Corrections. While there he demonstrated Alabama's Inmate Canteen Deposit System as well as the over-the-counter payment application for the Alabama Department of Pardons and Paroles.

The alabama.gov portal has received more noteworthy praise, this time from the on-line site InformationWeek.com. Author J. Nicholas Hoover in his article "12 Best Government Websites" applauds the portal writing, "The graphics and color scheme are attractive, and the site makes extensive use of Google Maps to let citizens know about the locations of nearby government facilities and services." The article included local, state and federal governments and government agencies. The company InformationWeek has a portfolio of services which provides useful, current information to business technology executives through multiple venues.

Customer Service

The month of February was a busy one for the Alabama Interactive customer service team, especially with applications for the Alabama Department of Revenue. The team answered 1,091 live chats and 381 customer support e-mails throughout the month. The customer service team also answered more than 565 phone calls with general questions about various state services and on-line applications. An Alabama citizen posed a question via live chat regarding a school assignment. A member of the team provided the necessary information and received this positive response: "Thank you! We love you! You are going to help us get an A+!" AI's customer service team will continue to strive to provide the highest level of customer service.

The newest version of the payment engine, TPE 2, is proving to be a more efficient way to retrieve credit card charges for AI's customer base. The faster speed of this database enables the team to provide the information more efficiently. We look forward to the transition of all AI applications to the new database by June 1.

Development

The Development team focused mainly on two items in February: on-boarding new team members and preparing for the March payment engine migration. Bruno Litman became the newest addition to Alabama Interactive and the development staff this month. The team trained Bruno and Jessica Hall, who started in January, on the support and maintenance of the Department of Public Safety's Driver's License Abstract Search application. Team members discussed common issues, steps to take in determining those issues and ways to remediate and ultimately mitigate them. As a result of these discussions, the team updated the monitoring script of the DPS system which will now send up to the minute SMS notifications to the 24-hour on-call phone, providing the development team with quicker response time and enhanced issue resolution capabilities.

The team also reviewed the process of migrating existing applications to the TPE 2 payment system. They scheduled 49 applications from 28 agencies to be migrated to the new payment service in early March. This migration will require an upgrade to all financial reports associated with each application to ensure they are receiving, properly using and displaying the new payment status codes. The goal is to have all Portal applications migrated to TPE 2 by June 1.

PROJECT REPORT

Application Progress	This Month	Year to Date
Total # of scheduled applications not yet in development	10	10
Total # of applications in development	16	16
Total # of new applications deployed	0	0
Total # of application functional updates completed	36	60

Note: Please see Daptiv reports for detail.

SERVICE REQUESTS

N/A

MONTH IN REVIEW

Application Progress	2010	2011
Total AI Network Transactions:	432,077	208,340
Average Successful Requests per Day:	15,431	7,441
Total alabama.gov Visitors:	64,770	149,449
Total alabama.gov Page Views:	551,775	321,874
Total alabama.gov Chats or Offline Messages from Live Help:	151	1,091
Total AI Customer Support Emails:	270	381

OPERATIONS & ADMINISTRATION

AI is excited to welcome Bruno Litman to our Development team. Bruno has a Bachelor's degree in computer science and brings with him almost 10 years of professional development and computer-related work experience. Alabama Interactive is excited about all the projects already in the queue for development in 2011. In January, AI interviewed several candidates to add to our team. We look forward to making new additions to our expanding team and believe new staff will allow us to continue the level of service and number of applications for the State of Alabama in 2011.

OTHER BUSINESS/IN CLOSING

In closing, February was another successful month for the portal with another thirty-six application updates. The next few months should see several more new application releases and many more updates. We are looking forward to a great 2011.

As always, your advice and support are appreciated. Please feel free to call on me with any questions or comments. I can be reached at 334-261-1988, or email at barrett@alabamainteractive.org

Respectfully Submitted,

Barrett Gilbreath